

who were involved in unmanned level crossings accidents during the last three years' as such accidents happen due to carelessness of road users.

Complaints for Faulty Telephones

2144. SHRI AMAR ROY PRADHAN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) number of complaints received for faulty telephone by MTNL in Metropolitan cities for the last three years;

(b) the nature of complaints and the average time taken to attend them; and

(c) the nature and number of complaints which could not be repaired even in a period of 48 hours alongwith the reasons therefor?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Details of complaints received for faulty telephones for the last three years in MTNL Delhi & Mumbai are given in the attached Statement - I.

(b) Different kind of complaints which generally reported are;

- (i) Telephone Noisy/Dead
- (ii) Dial Faulty
- (iii) No speech or one way speech
- (iv) No ring on incoming call etc.

The above mentioned complaints are attributed to faults at MDF/Indoor, External lines/drop wire, internal fittings and under ground cables. At present in MTNL Delhi and Mumbai 75% & 71% of the faults are rectified within prescribed limit of 48 hours.

(c) The faults which are delayed beyond 48 hours are mainly due to cable breakdowns & cable thefts etc. Details of such complaints are given in Statement-II attached.

Statement-I

No. of complaints regarding faulty telephones during last three years in MTNL Delhi and Mumbai.

Year	No. of complaints		Complaints/100 Stations /Month	
	Delhi	Mumbai	Delhi	Mumbai
1993-94	2828596	3532025	25.60	26.6
1994-95	3152835	3868916	26.30	25.8
1995-96	3351528	3455438	23.98	19.8

Statement-II

No. of complaints which could not be repaired in a period of 48 hours in MTNL, Delhi and Mumbai.

Year	Delhi	Mumbai
1993-94	707149	1024287
1994-95	788209	1121986
1995-96	837882	1002077

Catering System

2145. SHRI SUSHIL CHANDRA: Will the Minister of RAILWAYS be pleased to state:

(a) the policy of the Government in regard to catering system of Railways for passengers;

(b) whether this arrangement made by Railway Administration executed through contract;

(c) the details of present system in this regard at Bhopal and Itarsi Railway stations of Central Railway;

(d) whether the vendors at these stations have been agitating these days demanding that catering arrangements should be directly handed over to not through contractors; and

(e) if so, the decision taken by the Railway Administration on the demands of the vendors?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ): (a) and (b) The Catering Policy provides for management of catering services both by Departmental Units as well as by Licensees. New services are offered to private licensees on merits, by inviting applications.

(c) At Bhopal, the catering services are provided through private licensees only and at Itarsi these are provided departmentally as well as through licensees.

(d) and (e) Yes, Sir, but the demand is not covered by the extant policy.

Closure of Unmanned Level Crossings in Gujarat

2146. SHRI MANIBHAI RAMJIBHAI CHAUDHARI: Will the Minister of RAILWAYS be pleased to state:

(a) whether the closure of unmanned level crossings in Gujarat may create problems for local people;

(b) if so, whether the Government propose to appoint chowkidars at such unmanned level crossings;

(c) if so, the time by which the unmanned level crossings are likely to be converted into man level crossings; and

(d) if not, the reasons therefor?